

National Highway Traffic Safety Administration 400 Seventh Street S.W. Washington D.C. 20590

Attention: Associate Administrator for Enforcement

Re: 49 CFR 573.5 Defect Information Report

DOV-246. 364

TRW 20-EDL Model Ball-sockets: NHTSA Campaign Number 00E-047

Dear Sir:

This Defect Information Report is submitted by:

Western Star Trucks 2076 Enterprise Way Kelowna, British Columbia, Canada, V1Y 6H8

In accordance with the requirements of The National Motor Vehicle Safety Act of 1996 as set forth in 49 CFR Section 573.5. This information is presented to correspond to the sub-paragraphs of Section 573.5(c).

This report pertains to Western Star trucks which may have been manufactured using certain TRW 20-EDL ball-socket assemblies manufactured by TRW between July 5, 1999 and October 3, 2000.

An unknown number of Western Star trucks may contain the subject ball-socket assemblies and operate in the United States.

The number of vehicles that may contain the defective ball-socket assemblies is unknown.

The TRW 20-EDL ball-socket assemblies contain bearings that may be below the specified case depth and/or hardness. This can lead to premature wear out and a possible separation of the ball stud from the socket. If the ball-socket assembly were to separate, there could be loss of vehicle steering control.

On August 8, 2000 Western Star Trucks received a fax from Freightliner LLC which included the 49CFR 573 submissions that TRW sent to the NHTSA on August 4.

On August 22, 2000 Western Star was notified that TRW had identified a potential defect in certain of their 20-HDL ball socket assemblies. TRW indicated at the time that they were concluding their investigation and would be notifying Arvin Meritor and Dana Corporation as to the suspect assemblies that were shipped to them for incorporation into axle assemblies that were in turn shipped to Western Star Trucks. Arvin Meritor and Dana would in turn notify Western Star as to which, if any, axle assemblies were affected.



National Highway Traffic Safety Administration
<u>Attention:</u> Associate Administrator for Enforcement
Page 2 of 2

On September 21, 2000 Western Star received the attached letter from TRW identifying ball-socket assemblies that were shipped to Western Star Parts Distribution Centres (PDCs) for aftermarket sales. Attached to the letter were the 49CFR 573 submissions that TRW sent to the NHTSA on August 4 and August 25, 2000.

Western Star has not experienced any field failures related to this defect.

This is not an issue of non-compliance to a Federal Safety Standard.

Western Star has requested a listing of axies from Arvin Meritor and Dana Corporation so that the trucks that are affected by this defect can be identified. An action plan to replace the ball-socket assemblies on all affected vehicles as quickly as possible will then be developed by Western Star. This plan will be communicated to NHTSA. This is expected to occur before October 5, 2000.

In addition, Western Star is attempting to track the after market parts sent to Western Star PDCs in order to identify dealers and customer's who may have received suspect ball-socket assemblies. The Western Star dealer network is being advised of the ball-socket date codes affected so that they can purge their stock of the suspect ball-socket assemblies. The dealers are also being asked to notify any customers that they believe may have received suspect ball-socket assemblies to have the ball-socket assemblies replaced.

A representative copy of all notices, bulletins, and other communications that relate directly to the defect which is sent by Western Star will be submitted to NHTSA not later than five (5) days after they are initially sent.

We trust the above information is fully responsive to the requirements of 49 CFR 573.5. Any additions or modifications to any of the information given will be reported promptly to NHTSA. Should there be any questions with respect to the information provided, please contact the undersigned.

Respectfully submitted,

WESTERN STAR TRUCKS INC.

Donald E. Moore, P.Eng.

Manager, Product Integrity Engineering

RECEN ED 2000

Commercial Steering Systems PO Box 60, 47902-0060 800 Heath Street Lafayatta, IN 47904 Tel 785.423.5377 Fax 765.429.1888



September 19, 2000

Sent via facsimile and registered mail

Stephen Scott Western Star Trucks, Inc. 2076 Enterprise Way Kelowna BC, Canada, V1Y 5H8

Re: Certain TRW 20-EDL Model Bull-sockets Manufactured and Sold from July 5, 1999 Through October 3, 1999. NHTSA Campaign ID Number: 00E-047

Dear Mr. Scott:

TRW Commercial Steering Systems (TRW) has determined that a potential defect exists which relates to motor vehicle safety in certain TRW 20-EDL model ball-socket assemblies manufactured from July 5, 1999 through October 3, 1999.

The TRW 20-EDL model ball-socket assemblies may separate due to premature wear in some applications. If the TRW 20-EDL model ball-socket assembly were to separate, there could be a loss of vehicle steering control in some applications.

TRW recommends that the suspect TRW 20-RDL ball-socket assemblies be replaced in some applications. TRW can provide assistance in making this determination. Affected vehicles should be repaired as soon as feasible. The repairs should be completed by a Western Star Trucks, Inc. authorized repair facility.

Identification of Affected Parts.

This notice relates to TRW 20-EDL model ball-socket assemblies manufactured and sold to Western Star Trucks, Inc. by TRW during the period from July 5, 1999 through October 3, 1999. The suspect TRW 20-EDL model ball-socket assemblies have TRW manufacturing date codes of 9G1, 9G2, 9G3, 9G4, 9H1, 9H2, 9H3, 9H4, 9H5, 9J1, 9J2, 9J3, and 9J4. Exhibit A contains a list of the TRW parts sold to Western Star Trucks, Inc. that may contain the suspect TRW 20-EDL model ball-socket assemblies.



Replacement Parts

The remedy for the suspect TRW 20-EDL model ball-socket assemblies will be to replace them with the TRW 20-DL ball-socket assemblies.

Western Star Trucks, Inc. may purchase replacement 20-DL ball-socket assemblies and 20-DLdrag links directly from TRW. TRW 20-DL ball-socket assemblies for the rods will be available as service kits. The service kits for the rods will contain two TRW 20-DL ball-socket assemblies and a service bulletin. The TRW part number for the 20-DL tie-rod service kit is L20KP0006. Replacement TRW 20-DL ball-socket assemblies, service kits, and drag links will be available for purchase after September 8, 2000.

For suspect TRW 20-EDL model socket assemblies that may have been sold as service parts, TRW is preparing two additional service kits. One service kit will have a TRW 20-DL ball-socket assembly with right hand stem threads (part number L20KP0008) and the other service kit will have a TRW 20-DL ball-socket assembly with left-hand stem threads (part number L20KP0007). Both kits will contain a service bulletin, Suspect service drag links can be replaced with new drag links that have the identical Western Star Trucks, Inc. part number.

TRW will ship replacement service kits and drag links directly to locations that Western Star Trucks, Inc. specifies. TRW and Western Star Trucks, Inc. will determine the best method for handling freight charges.

Labor and Handling Allowance

TRW will allow up to one and one-tenth (1.1) hours labor for each tie-rod service kit installed (two tie-rod ends) and toe-in adjustment made by a Western Star Trucks, Inc. authorized dealer or fleet at the dealer or fleets normal hourly rate. Time allowance for a drag link replacement is seven-tenths (0.7) hours. Handling charges should not exceed 30% of the dealer's not cost of parts.

Removed Material Disposition

To obtain reimbursement for cost of parts, labor, handling, and expenses associated with installing the service kits, the dealers should follow existing procedures for standard warranty. TRW requires the dealers or fleets to destroy the replaced parts by grinding the stem threads, on tie rod ends, or ball stud threads, on drag links, to the point where the ball-socket assembly can no longer be used. The removed tie-rod ends should then be scrapped. The dealer or fleet should complete the instructions included with the service bulletin and then file a warranty claim.

Claims for Credit

Warranty claims for installing the service kits and drag links associated with this notice should contain the following information:

- Reference to NHTSA Campaign ID Number 00E-047 or Western Star Trucks, Inc. campaign number.
- 17-digit vehicle identification number (VIN).
- Vehicle owner's name, address, and telephone manber.
- Vehicle in-service date.
- Vehicle repair date.
- Vehicle mileage at the time of repair.
- Repairing facility name, address, dealer code, and telephone number.
- Total labor hours required performing the work, not to exceed 1.1 hours for tie rods, 0.7 hours for drag links.
- Repair facilities hourly labor rate.
- Part number of replacement parts.

Note: Failure to provide complete information may delay processing of the warranty claim.

Onestions and Request for Literature

TRW has prepared three service bulletins to assist dealers and fleets with replacing suspect TRW 20-BDL ball-socket assemblies. Service Bulletin number LNK-112 is for replacing both the rod ends on one tie rod. Service Bulletin number LNK-114 is for replacing service sockets. Service Bulletin number LNK-113 is for replacing drag links. Any questions or requests for TRW Service Bulletins should be directed to

Mike Davis
TRW Commercial Steering Systems
P.O. Box 60
Lafayette, IN 47902
765.429.1715

TRW will have a toll free telephone number available 7:00 AM to 7:00 PM EST Monday through Friday starting September 25, 2000 to assist dealers and fleets with questions regarding this field action. The number will be 866-280-3287.

Please call me if you would like to discuss any provisions of this letter.

We regret any inconvenience that this situation may cause. TRW wants to assure Western Star Trucks, Inc. that TRW is concerned for customer safety and your continued satisfaction with our products.

Sincerely.

Larry LaFleur Director Operations

Attachment: List of Part Numbers

20 EDL Suspect Shipments

CustName	CustLocation	TRWPart	ShipDate	Qtyship Custpart	ProdServ
WESTERN STAR TRUCKS INC	BERUN	L205V8102D19	7/23/99	65 38905-3414	02
WESTERN STAR TRUCKS INC	BERLIN	L205V8102D19	8/10/99	25 TAS85020X	02
WESTERN STAR TRUCKS INC	BERLIN	L20SV8103D21	7/16/99	65 38358-4402	02
WESTERN STAR TRUCKS INC	BERLIN	L20\$V8103D21	8/10/99	25 TAS85020X	02
WESTERN STAR TRUCKS INC	BERLIN	L20SV8104B16	7/16/99	35 38358-4402	02
WESTERN STAR TRUCKS INC	BERLIN	L205V8104B16	8/18/99	25 37024-0005	02
WESTERN STAR TRUCKS INC	BERUN	L205V8105B16	7/16/99	35 38358-4402	02
WESTERN STAR TRUCKS INC	BERLIN	L20SV8105B16	8/10/99	24 TAS85020X	02
WESTERN STAR TRUCKS INC	BERLIN	L205V8105B16	8/27/99	1 38909-4406	02
WESTERN STAR TRUCKS INC	BERLIN	L205V8150A14	7/23/99	35 38905-3414	02
WESTERN STAR TRUCKS INC	BERLIN	L205V8151A14	7/23/99	35 38905-3414	02
WESTERN STAR TRUCKS INC	EDMONTON	L20SV8100D13	9/8/99	1 37024-0004	02
WESTERN STAR TRUCKS INC	EDMONTON	L20SV8102D19	7/23/99	18 38905-3413	02
WESTERN STAR TRUCKS INC	EDMONTON	L205V8102D19	7/23/99	32 38905-3413	02
WESTERN STAR TRUCKS INC	EDMONTON	L20SV8103D21	7/16/99	49 38358-4402	02
WESTERN STAR TRUCKS INC	EDMONTON	L205V8103D21	8/10/99	1 38905-3412	02
WESTERN STAR TRUCKS INC	EDMONTON	L20SV8104B16	7/16/99	25 38358-44 02	02
WESTERN STAR TRUCKS INC	EDMONTON	L205V8105B16	7/16/99	25 38358-4402	02
WESTERN STAR TRUCKS INC	EDMONTON	1205V8150A14	7/23/99	25 58905-3413	02
WESTERN STAR TRUCKS INC	EDMONTON	L20SV8151A14	7/23/99	6 38905-3413	02
WESTERN STAR TRUCKS INC	EDMONTON	L20SV8151A14	7/23/99	19 38905-3413	02
WESTERN STAR TRUCKS INC	MEMPHIS	120LV8166A14	9/28/99	5 TAS85002X	02
WESTERN STAR TRUCKS INC	MEMPHIS	120LV8166A14	10/18/99	2 RCS65007X	02
WESTERN STAR TRUCKS INC	MEMPHIS	L20SV8102D19	7/23/99	200 38905-3414	02
WESTERN STAR TRUCKS INC	MEMPHIS	L20SV8103D21	7/16/99	200 38358-4402	02
WESTERN STAR TRUCKS INC	MEMPHIS	1205V8104B16	7/16/99	100 38358-4402	02
WESTERN STAR TRUCKS INC	MEMPHIS	L205V8105B16	7/16/99	100 38358-4402	02
WESTERN STAR TRUCKS INC	MEMPHIS	L20SV8150A14	7/23/99	100 38905-3414	. 02
WESTERN STAR TRUCKS INC	MEMPHIS	L205V8151A14	7/23/99	100 38905-3414	02
WESTERN STAR TRUCKS INC	MILAN	L205V8100D13	7/9/99	2 37024-0004	02
WESTERN STAR TRUCKS INC	MILAN	L205V8100D13	8/17/99	2 37024-0004	02
WESTERN STAR TRUCKS INC	MILAN	L20SV8100D13	9/7/99	5 37024-0004	02

20 EDI, Suspect Shipments

MILAN	L205Y8101D15	8/20/99	5 37024-0005	02
MISSISSAUGA	L20SV8102D19	7/23/ 99	60 02-7092963	02
MISSISSAUGA	L205V8103D21	7/16/99	60 38358-4402	02
MISSISSAUGA	L205V8104B16	7/16/99	3 0 38358-4402	02
MISSISSAUGA	L205V8105B16	7/16/99	30 38358-4402	02
MISSISSAUGA	L20SV8150A14	7/23/99	30 02-7092963	02
MISSISSAUGA	L20SV8151A14	7/23/99	30 02-7092963	02
RENO	L20LV8166A14	8/18/99	1 38905-3440	02
RENO	L20LV8166A14	9/28/99	1 66018-3402	02
RENO	L20LV8166A14	10/18/99	1 L245V8430A11	02
RENO	L20SV8102D19	7/23/99	45 3890 5-34 14	02
RENO	L20SV8103D21	7/16/99	44 38358-4402	02
RENO	L20\$V8103D21	8/10/99	1 38905-3412	02
RENO	L20SV8104B16	7/16/99	4 38358-440 2	02
RENO	L205V8104B16	8/18/99	21 38905-3440	02
RENO	L205V8105B16	7/16/99	25 38358-4402	02
RENO	L205V8150A14	7/23/99	25 38905-3414	02
RENO	L205V8151A14	7/23/99	25 3890 5-34 14	02
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TRW Automotive Commercial Steering Systems P.O. 80x 60 Lafayette, IN 47902-0060 317.423.5377 Fax 317.429.1868 SHIP 800 Heath Street, 47904 August 4, 2000

Mr. Kenneth N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Mr. Weinstein:

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Noncompliance Reports, TRW Inc. ("TRW") submits the following information concerning a potential defect in original and replacement equipment sold to ArvinMeritor, Inc. that may be related to motor vehicle safety.

573.5 (c)(1) & (2)

The suspect equipment consists of certain tie rod assemblies manufactured by TRW and sold to ArvinMeritor, Inc., 2135 West Maple Road, Troy, Michigan 48048 for use in MFS10 model front steering axles plus all ArvinMeritor, Inc. 12,000 pound and heavier FAWR (front axle weight rating) front steering axles. The suspect tie rods contain 20 EDL model ball sockets manufactured by TRW. Some of the tie rod assemblies were used as replacement equipment as determined by ArvinMeritor, Inc. ArvinMeritor, Inc. will prepare a complete part number listing of the affected tie rod assemblies.

The subject tie rod assemblies were manufactured between the first week of July (Date Code 9GI) and the fourth week of September 1999 (Date Code 9J4) by TRW Inc., Commercial Steering Systems, P.O. Box 60 (Zip: 47902-0060), 800 Heath Street, Lafayette, Indiana 47904, Telephone Number: (765) 423-5377.

573.5 (c)(3)

A total of 43,207 tie rod assemblies were manufactured which potentially contain the equipment defect.

573.5 (c)(4)

It is estimated that approximately 12 percent of the 43,207 tie rod assemblies may contain the potential equipment defect.

573.5 (c)(5)

Each end of the suspect tie rod assemblies contains a ball socket assembly. The ball socket assembly contains, among other things, a heat-treated ball stud and a heat-treated steel bearing. A limited number of tie rod ball-socket bearings have a below specification case depth and/or hardness. The below specification case depth and/or hardness bearings were produced between July 5, 1999 and October 3, 1999. The below specification case depth and/or hardness bearings can, in some applications, lead to premature wear out of the socket.

Mr. Kenneth N. Weinstein August 4, 2000 Page 3

573.5 (c)(6)

TRW received the first two prematurely worn tie rod ball socket assemblies from ArvinMeritor, Inc. on or about May 31, 2000. Both socket assemblies had prematurely worn to the point where the ball stud separated from the socket assembly. Following the receipt of these two parts, TRW began an intensive investigation into the cause and scope of the premature socket wear-out condition. During this investigation, TRW discovered that the case depth and/or hardness of the prematurely worn sockets were at or below the specification. As of July 31, 2000, 16 socket separations have been examined. All of these sockets were manufactured between July 5, 1999 and October 3, 1999. The 16 known separations occurred on tie rods that were attached to 12,000 pound FAWR axles manufactured by ArvinMeritor, Inc. 573.5 (c)(8)

TRW believes that all suspect tie rod assemblies manufactured between July 5, 1999 and October 5, 1999 have been assembled into axles and are on vehicles. ArvinMeritor, Inc. will provide the details of any field actions that they may undertake regarding

this issue.

Very truly yours,

Lawrence A. LaFleur Director Operations

Commensiel Steering Systems PO Box 60, 47802-0060 800 Heath Street Lefeyette, IN 47904 Tel 765.423.5377 Fex 765.429,1868

August 25, 2000



Mr. Kenneth N. Weinstein Associate Administrator for Safety Assurance National Highway Traffic Safety Administration 400 Seventh Street, S.W. Washington, D.C. 20590

Re: NHTSA Campaign ID Number: 00E-047

Dear Mr. Weinstein:

TRW Inc. (TRW) hereby submits the following amendments to the defect information report dated and submitted August 4, 2000 (NHTSA Campaign ID Number: 00E-047).

578.5 (c)(1)

No Change.

573.5 (c (2)

TRW has increased the population of suspect parts to include all 20-EDL model ball socket assemblies manufactured between July 5, 1999 and October 3, 1999. Exhibit A attached hereto contains a list of all TRW customers who may have purchased the suspect 20 EDL model ball socket assemblies. Some of the 20 EDL model ball socket assemblies were used as replacement equipment as determined by those customers.

Mr. Kenneth N. Weinstein August 25, 2000 Page 2

573.5 (c)(3)

The population of suspect parts has been increased to include 74,929 tie rod assemblies. Each tie rod assembly contains two 20-EDL model ball socket assemblies. Also, the population of suspect parts has been increased to include 34,457 drag link assemblies. Each drag link assembly contains two 20-EDL model ball socket assemblies. In addition, the suspect population has been increased to include 86,556 20-EDL model ball socket assemblies sold as individual parts.

573.5 (c)(4)

No change.

573.5 (c)(5)

This section is unchanged except as it now relates to tie rods, drag links, and individual socket assemblies.

578.5 (c)(6)

Early product testing indicated that the suspect 20-EDL model ball socket assemblies were limited to those used in certain ArvinMeritor, Inc. axles. More recent laboratory testing results indicate a potential for premature wear out of the suspect 20-EDL model ball socket assemblies in some customer applications other than ArvinMeritor, Inc. axles. However, no field complaints, warranty claims, or customer complaints have been received for the expanded suspect population parts.

573.5 (c)(8)

TRW believes that all suspect 20-EDL model ball socket assemblies manufactured between July 5, 1999 and

Mr. Kenneth N. Weinstein August 25, 2000 Page 3

October 5, 1999 have been shipped to the customers listed in Exhibit A. Each of these TRW customers will determine whether a recall of specific 20-EDL ball socket assemblies is required based on their knowledge of the specific application. The customers that choose to recall the suspect 20-EDL ball socket assemblies will provide to NHTSA the details of any field actions and notifications to vehicle owners that they may undertake regarding this issue.

Very truly yours,

Lewrence A. LaFleur Director Operations FREIGHTLINER. A DairnierChrysler Compeny

November 30, 2000

Gary W. Rossow Ofrector Government Technical Affairs

Freightliner LLC 4747 N Channel Ave. Portland, OR 97217 603.746.8682 Phone 603.746.6800 Fax GeryRossow@Freightliner.com

National Highway Traffic Safety Administration 400 Seventh Street S.W. Washington D.C. 20590 Attn: Associate Administrator for Enforcement

Re: 49 CFR 573.5 Defect Information Report

TRW 20-EDL Model Ball-sockets; NHTSA Campaign Number 00E-047

Dear Sir(s):

The original Defect Information Report, submitted by Western Star Trucks on September 25, 2000, required an update to communicate the campaign details of the TRW 20-EDL ball socket recall. This update is submitted by Freightliner LLC, on behalf of Western Star Trucks. Western Star is now a wholly owned subsidiary of Freightliner. LLC.

At the time of the original 573.5 submission, Western Star was unaware of the scope of the campaign as TRW or Meritor had not identified the population of affected trucks. On October 23, 2000, Western Star received a notice from Meditor Identifying the affected axle configurations and the period in which they were shipped. With this information. Western Star identified a population of three hundred and three (303) trucks that are affected by this recall and operate in the United States.

As of November 8, 2000, recall notices had been sent to all customers who had been identified as owning a truck equipped with the 20-EDL ball sockets. Reference the attached recall notice letter that was distributed to the affected customers.

We trust the above information is fully responsive to the requirements of 49 CFR 573.5. Should there be any questions with respect to the information provided, please contact the undersigned.

Sincerely.

Attachment

SAFETY RECALL NOTICE

November, 2000

Dear Western Star Owner:

RE: Western Star Recall Notice W-0004 - TRW EDL Type 20 Tie Rod End Sockets

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Western Star Trucks Inc. has identified you as an owner of one of the vehicles affected by this Recall. The enclosed "Recall Notice" card identifies your vehicle.

If you do not own the vehicle whose serial number appears on the enclosed recall card, it is *important* that you return this notice to Western Star Trucks Inc. with any information you can furnish that will assist us in locating the present owner. No postage is required, as Western Star will pay the return postage on this card.

Vehicles Affected:

Western Star Trucks Inc. has determined that a defect which relates to motor vehicle safety exists in Western Star Constellation and Heritage trucks and truck tractors built between July 5, 1999 and November 26, 1999.

The Problem:

The TRW 20-EDL ball socket assemblies contain bearing that may be below the specified case depth and/or hardness. This can lead to premature wear out and a possible separation of the ball stud from the socket. If the ball socket assembly were to separate, there could be a loss of vehicle steering control.

What You Must Do:

- For your safety Western Star Trucks Inc. <u>URGES</u> you to contact your nearest Western Star dealer immediately to book a service appointment to have the ball socket assemblies replaced.
- Please present the "Recall Notice" card to the dealer where the recall service will be performed.

If your vehicle is not modified within a reasonable time after tendering it to a Dealer at the agreed service date, please contact Western Star Trucks Inc., Compliance and Recall Department, 2076 Enterprise Way, Kelowna, BC, Canada, V1Y 6H8 (Phone: 250-868-6445). United States residents may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, D.C., 20590, or call the toll free Auto Safety Hot-line at 800-424-9393 (Washington, D.C. residents may call 202-366-0123). Canadian residents may submit a complaint to the Manager, Recall and Public Compliance, Road and Motor Vehicle Traffic Safety Branch, Transport Canada, Ottawa Ontarlo, or phone (613) 993-9851.

We regret any inconvenience this situation may cause, and hope you will share in our concern for your safety and satisfaction with our product.

WESTERN STAR TRUCKS INC.
VEHICLE REGULATIONS AND COMPLIANCE DEPARTMENT